

This listing of claims replaces all prior versions, and listings, of claims in this application.

Listing of Claims:

- SWB2
1. (Canceled)
 2. (Presently Amended) The method according to claim + 27, wherein the first item of contact information is received through a website.
 3. (Presently Amended) The method according to claim + 27, wherein the first item of contact information is received from a first sales representative and the second item of contact information is received from a second sales representative.
 4. (Presently Amended)) The method according to claim 3, wherein the first and second items of information are sent to a third sales representative.
 5. (Presently Amended) The method according to claim + 27, wherein the entity is a business.
 6. (Presently Amended) The method according to claim + 27, wherein the first item of contact information is associated with a sales representative.
 7. (Canceled)
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8. (Presently Amended) The method according to claim + 27, wherein ~~the method includes the use of a database and wherein~~ a billing system automatically interacts with the database and ~~provides~~ stores billing information associated with the particular entity to in the database.

9. (Presently Amended) The method according to claim + 27, wherein reports are generated; including a follow up list.

10. (Original) The method according to claim 9, wherein the follow up list is sorted chronologically.

11. (Presently Amended) The method according to claim + 27, wherein sales representatives are automatically notified of appointed contacts.

12-22. (Canceled)

23. (Presently Amended) The method of claim ~~22~~ 29, wherein sales representatives are automatically notified of appointed contacts.

24. (Cancelled)

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25. (Presently Amended) The system according to claim 24 30, wherein the interface includes a field for receiving the quality of a customer contact.

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26. (Presently Amended) The system according to claim 24 30, wherein the system communicates with a billing system to store billing information in the database associated with the customer.

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27. (New) A method for retaining and using contact information, comprising:
receiving a first item of contact information from one of a plurality of sales representatives;
storing the first item of contact information in a database and associating the contact information with a particular entity;
25 receiving and storing information in the database regarding the subjective quality of the particular entity;
receiving a second item of contact information from one of a plurality of sales representatives; and
sorting the contact information stored in the database based on the subjective quality of the particular entity,
the second item of contact information received after the first item of contact information, and

the first and second items of contact information made available to the plurality of sales representatives.

28. (New) The method according to claim 27, wherein the second item of contact information is characterized as having a second quality related to the particular entity different from the subjective quality.

29. (New) A method of tracking the performance of an employee, comprising:
receiving customer contact information related to a customer contact from the employee,
including information related to the quality of the customer contact;
storing the customer contact information in a database;
associating the employee with the customer contact information received;
producing a report including at least some of the customer contact information associated
with the employee; and
reviewing the information of the quality of the customer contacts associated with the
employee to determine performance of the employee.

30. (New) A system for retaining customer contact information, comprising:
a menu-driven interface portion communicating with a plurality of employees and
adapted to send and receive information from the plurality of employees; and

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a database in communication with the menu-driven interface portion, the database comprising memory and information in the memory, including information related to a customer, the system permitting one of the plurality of employees to store information related to the customer and another of the plurality of employees to retrieve information related to the customer, the information stored being associated with a particular module representing a classification of customers.
